

Marketing, Education and Customer Service



Marketing and Customer Service

MARKETING & EDUCATION

NATIONAL CONTRACT OVERVIEW

BENEFICIARY & PROVIDER

EDUCATION

CUSTOMER SERVICE

TSC OPERATIONS

PHONE SYSTEM REQUIREMENTS

SATISFACTION SURVEYS



Marketing and Customer Svc - Cont'd

PHARMACY PROGRAM UPDATE

TRICARE Mail Order Pharmacy

Retail Contract

Uniform Formulary

Pharmacy Data Transaction Service (PDTS)

Quarterly Reports to MTFs

CLAIMS PROCESSING

TRICARE Dual Eligible FI Contract

New Western Region FI Subcontractor

Current Performance & Processing Volumes

Next Generation Contract Standards

MTF Coding Compliance Initiative



Marketing & Education

National Contract Overview

Awarded to CACI, Inc. on 25 Sep 03

GSA Vendor for product development

GPO will print materials

Services begin with HS&S Contracts (Jun-Nov 04)

Product coordination & approval by MEC

Health Affairs

TRICARE Management Activity

Service Surgeons General Offices

TRICARE Regional Offices

Beneficiary Associations

Health Services and Support Contractors

Local input/support (TW -MTF MOU)



Marketing & Education - Cont'd

Beneficiary & Provider Education

Design/Develop 12 monthly bulletins per year

Design/Develop 4 quarterly newsletters per year

Provide additional 10 person hours per week to MTFs (TriWest has agreed to provide 16)

Transition Timelines

Order TRICARE M&E materials 180 days before start of healthcare delivery (NLT 1 Apr 04)

Distribute materials NET 60 days, NLT 30 days before start of healthcare delivery (1-31 Aug 04)



Customer Service

TSC Operations

Transition (40 days prior to delivery start date)
Provide services during limited/terminated access
TSC Pilot Program in Central Region

Phone System Requirements

24/7 national toll-free number
Busy signal standard (not <95% of all calls)
Total hold time standard (not <95% for more than 30 seconds)
Performance Incentives/Guarantees (Section H of Contract)

MTF Standards?

Satisfaction Surveys (administered by TMA)

Beneficiary (follows each contract quarter)
MTF Commander (follows each calendar quarter)



Pharmacy Program Update

TRICARE Mail Order Pharmacy

Awarded to Express Scripts in Aug 02; Started 1 Mar 03

Initial problems with inaccurate/incorrect OHI info

Retail Contract

Awarded to Express Scripts on 9/26/03 (Under Protest)

Delivery Starts: 1 April 04

Portability of benefit

Uniform Formulary

Final rule implemented with Retail Contract start

3-tiered co-pay (generic, formulary, non-formulary)



Pharmacy Program Update - Cont'd

Quarterly Reports to MTFs

TW (Express Scripts) product for past 2 years

After 4/1/04, same data from M2

Pharmacy Data Transaction Service (PDTS)

Excellent drug utilization tool (MTF-TMOP-Retail)

Patient profile from CHCS

DoD-VA connectivity (NDAA 03)

Monthly Corporate Report



PDTS Corporate Report

June 2003											
All Ages							Under Age 65				
Service		Submitted	Avg	Avg Due	Unique	Avg Due		Submitted	Avg	Avg Due	Unique
Category	#of Rx	Amount Due	DS	Per Rx	Utilizers	Per Utilizer	#of Rx	Amount Due	DS	Per Rx	Utilizers
MTF -	4,330,269	\$129,366,695	44	\$29.87	1,554,868	\$83.20	3,081,671	\$85,917,471	39	\$27.88	1,185,795
MCSC -	2,888,021	\$161,161,843	29	\$55.80	1,058,657	\$152.23	1,310,758	\$75,669,429	27	\$57.73	542,860
MAIL -	436,679	\$35,189,293	81	\$80.58	178,668	\$196.95	105,199	\$10,096,153	79	\$95.97	46,497
July 2003											
All Ages							Under Age 65				
Service		Submitted	Avg	Avg Due	Unique	Avg Due		Submitted	Avg	Avg Due	Unique
Category	#of Rx	Amount Due	DS	Per Rx	Utilizers	Per Utilizer	#of Rx	Amount Due	DS	Per Rx	Utilizers
MTF -	4,329,897	\$125,811,114	45	\$29.06	1,556,254	\$80.84	3,059,771	\$81,587,498	39	\$26.66	1,182,277
MCSC -	3,006,167	\$170,636,188	29	\$56.76	1,074,166	\$158.85	1,348,260	\$79,474,072	27	\$58.95	547,639
MAIL -	437,651	\$35,146,016	81	\$80.31	179,315	\$196.00	102,093	\$9,829,063	79	\$96.28	44,920
August 2003											
All Ages							Under Age 65				
Service		Submitted	Avg	Avg Due	Unique	Avg Due		Submitted	Avg	Avg Due	Unique
Category	#of Rx	Amount Due	DS	Per Rx	Utilizers	Per Utilizer	#of Rx	Amount Due	DS	Per Rx	Utilizers
MTF	4,178,882	\$120,318,596	44	\$28.79	1,536,254	\$78.32	2,974,101	\$78,233,680	38	\$26.30	1,171,963
MCSC	2,967,702	\$169,313,309	29	\$57.05	1,078,226	\$157.03	1,347,690	\$79,686,892	27	\$59.13	553,879
Mail Order	436,843	\$36,095,778	81	\$82.63	178,665	\$202.03	101,640	\$10,014,561	80	\$98.53	44,578
September 2003											
All Ages							Under Age 65				
Service		Submitted	Avg	Avg Due	Unique	Avg Due		Submitted	Avg	Avg Due	Unique
Category	#of Rx	Amount Due	DS	Per Rx	Utilizers	Per Utilizer	#of Rx	Amount Due	DS	Per Rx	Utilizers
MTF	4,500,991	\$125,580,946	44	\$27.90	1,603,918	\$78.30	3,225,719	\$81,412,120	37	\$25.24	1,228,757
MCSC	3,100,552	\$178,032,727	29	\$57.42	1,112,069	\$160.09	1,421,968	\$84,421,076	27	\$59.37	575,827
Mail Order	445,609	\$35,940,496	81	\$80.65	181,840	\$197.65	103,042	\$9,942,341	80	\$96.49	45,482



Claims Processing

TRICARE Dual Eligible FI Contract

Separate vehicle for claims processing, customer service and administrative services

Awarded to WPS on 7/25/03; protest denied on 11/19/03

Delivery will be phased in by region with health services and support contracts

Customer Service Challenge (?)

New Western Region FI Subcontractor

Part of TriWest's subcontracting plan

Wisconsin Physician Services will start 10/1/04

System training will begin Aug 04

Current Performance & Processing Volumes

Since Oct 02 over 99% clean claims processed in 30 days

Since Oct 02 100% clean claims processed in 60 days



Processed Claims Volumes

Month	ALL	TRICARE	SHCP	TPR	TPRFM	TSP	TSRx	TFL
JAN 02	1,093,402	498,584	30,513	10,990	0	1,526	160,580	391,209
FEB 02	952,404	419,780	27,830	10,007	0	1,424	130,399	362,964
MAR 02	1,035,541	468,499	24,341	9,437	0	851	131,993	400,420
APR 02	1,341,664	599,274	30,110	12,744	0	446	225,391	473,699
MAY 02	1,176,223	459,156	25,422	9,662	0	235	200,982	480,766
JUN 02	1,149,623	483,659	29,958	11,206	0	267	174,556	449,977
JUL 02	1,238,335	549,731	1,071	12,120	0	324	208,751	466,338
AUG 02	1,165,833	478,419	78,677	10,950	0	137	173,774	423,876
SEP 02	1,376,347	660,567	32,406	10,964	4,555	114	223,912	443,829
OCT 02	1,224,369	517,717	37,207	11,552	13,632	110	190,129	454,022
NOV 02	1,105,300	442,736	30,520	10,774	14,391	58	192,445	414,376
DEC 02	1,212,432	483,709	29,634	10,909	16,391	65	248,308	423,416
TOTALS	14,071,473	6,061,831	377,689	131,315	48,969	5,557	2,261,220	5,318,600
Month	ALL	TRICARE	SHCP	TPR	TPRFM	TSP	TSRx	TFL
JAN 03	1,146,521	512,927	34,765	10,770	16,559	121	197,360	374,019
FEB 03	1,165,594	504,755	31,057	10,255	19,391	31	205,912	394,193
MAR 03	1,333,407	550,450	36,437	11,829	21,640	18	260,128	452,905
APR 03	1,312,453	568,689	39,393	12,630	21,479	13	218,440	451,809
MAY 03	1,238,388	517,994	35,529	10,420	21,907	25	220,424	432,089
JUN 03	1,298,093	522,642	38,679	12,657	23,281	31	248,834	451,969
JUL 03	1,275,608	534,301	40,235	12,085	24,826	22	241,553	422,586
AUG 03	1,176,588	497,674	37,405	10,714	23,283	6	219,837	387,669
SEP 03	1,148,903	472,940	37,405	10,498	23,936	10	224,249	379,865
OCT 03								
NOV 03								
DEC 03								
TOTALS	11,095,555	4,682,372	330,905	101,858	196,302	277	2,036,737	3,747,104



Claims Processing - Cont'd

Next Generation Contract Standards

- 95% of retained claims within 30 days of receipt
- 100% of retained claims within 60 days of receipt
- 100% of excluded claims within 120 days of receipt
- 100% of network provider claims filed electronically
- Performance Incentives (Section H of Contract)

Unlimited, read-only to all TRICARE-related data held by contractor

Minimum access (authorizations): 2 per HA, SG Office, TMA (E&W), TRO, Intermediate Command, MTF

Contractor provides training and ongoing support

MTF Coding Compliance Initiative

- 100% outpatient encounters coded in 3 business days
- 100% APVs coded in 15 business days
- 100% inpatient records coded 30 days after discharge
- 100% medical record coding accuracy



Questions ?